

ANDRÉ NICHOLAS DIXON

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OBJECTIVE

Technology can be complex and putting the pieces together to get them to work is not always easy. I pride myself on having a wide knowledge-base, good research skills and good technical know-how. Put these all together and this creates a person who can get the job done. My aim is to make the technology work for any organization I am with and be the go to person to get the job done.

EDUCATION

Information Technology, Bachelors of Science

January 2009 – October 2011

University College of the Caribbean, Kingston, Jamaica

Studies focused in application development, Information Technology project management, multimedia design, technical planning and business case analyses.

Management Information System, Associates of Science

September 2005 – December 2009

University College of the Caribbean, Kingston, Jamaica

This programme focuses on producing well rounded entry level managers by exposing students to the technology used in the industry today and equipping them with the necessary business related skills.

ITIL Version 3 Foundation Certification

March 2009

Information Technology Infrastructure Library (ITIL) is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

A + Certification

October 2004

CompTIA

The CompTIA A+ certification is the industry standard for computer support technicians which certifies individuals with knowledge about and competency in installing, maintaining, customizing and operating personal computers.

NCTVET Level 2 Computer Repair

April 2003 – October 2003

National Tool and Engineering Institute, Kingston, Jamaica

This is course introduce students to the world of desktop computer repairs. Students at the end of the course are equipped with the skills to diagnose and make hardware related repairs as well as attend to software related issues.

Skills

MS Visual Studio
Adobe Dreamweaver
Adobe Photoshop
Google Apps
MS Office Suite
Net Beans
OMR Form Design
AJAX
CSS
HTML 5
HTML/XHTML
Java
JavaScript & JQuery
PHP
Python
Shell scripting
SQL
XML/XSL
Visual Basic
Visual Basic.Net
C#
PhoneGAP or Cordova
Unix Scripting
Windows Scripting

Moodle
Joomla
Plone 4
WordPress
Lime Survey
Orange HRM
Spice Works
CodeIgnitor
CakePHP

Remote Access
Computer Repair
Networking
Active Directory
Asterisks (VOIP)

MySQL
PostgreSQL
Microsoft SQL Server
Oracle
Sybase
SQLite

Linux
UNIX
Windows Server
Windows 7/Vista/XP

Apache
IIS

VMWare
HyperV
Citrix
VirtualBox

EXPERIENCE

Moodle Developer May 2015 – Present

Athabasca University

Achievements

- Created a Moodle student scheduling plugin which looks at all course activities and allows the student to setup a timeline for completing these activities. Schedule can then be exporting to Moodle calendar, Outlook or mobile device. (Full stack – PHP, CSS, jQuery/JavaScript and PostgreSQL)
- Modified the baseline Moodle chat to include a “is typing” message feature when other users are typing to help with the communication workflow. <https://github.com/dredix84/moodle-chat-istyping>
- Made many modification to the Moodle Assign (assignment), Quiz, Book and Page modules to suit the organizations business workflow.
- Made major modifications to the Configurable Report Moodle plugin to suit the business need and built many reports with allows Faculty and Staff to easily gather information from Moodle.

Duties

- Develop custom functionality in Moodle Learning Management System.
- Provide Level 3 support to end users.
- Provide input into new Moodle development initiatives.
- Research plugins in an effort to customize Moodle to fit business needs.

Application Analyst and Developer September 2014 – April 2015

CITI Financial

Achievements

- Create a multi-server job execution and scheduling tool which allows support staff and end users (with permission) to commands or pre-canned scripts on multiple server in the production and test environment (Full stack - Python, HTML, CSS jQuery/JavaScript).
- Created highly customizable database GUI (Full stack – PHP, Perl, HTML, CSS jQuery/JavaScript) to simplify L1 and L2 lookup task which is also used by Auditing team.
- Created GUI (PHP) used for job conversion from bespoke scheduling system to Autosys scheduler.

Duties

- Supervise interns and Coop students in Technology related research and projects.
- Create tool used by Level 1 or Level 2 teams to simplify or automate routine task.
- Create script used for backend processes to reduce potential of human error where possible.
- Manage CO-OP students and interns the development and research projects.

Intermediate Application Analyst September 2013 – September 2014

CITI Financial

Achievements

- Created a web GUI used in checkout process after an upgrade.
- Created an Outlook plugin (.NET) to speed the process of creating ServiceNow Request issue tickets.
- Implemented Outlook plugin to auto populate ServiceNow Request Ticket based on select email(s).
- Created an Outlook plugin (.NET) which automate daily tasks and help with monitoring.
- Create a middleware to integrate Excel based checkouts with Microsoft GroupChat (.NET C#)
- Wrote a script (PERL) which parses multiple UNIX application log files and outputs CSV which details status of multiple applications and processes.
- Created scripts which helps with day to day monitoring.

Duties

- Rollout of applications/updates from development to testing environment (Unix and Windows)
- Monitor application log and system resources to ensure application and system health
- Analyse and troubleshoot UNIX applications through the use of application logs files, SharePoint knowledge base and help the of development team where necessary.
- Manage a variety of databases which include Microsoft SQL Server, Oracle and Sybase
- Rollout of applications/updates from testing to production environment (Unix and Windows)
- Creation of customized reports
- Scripting to automate procedures and help in day to day activities
- Provide support to end users via telephone, remote connection or face to face.

Computer Information Systems Assistant

September 2011 – May 2013

United Nations Environment Programme (Kingston Duty Station) - UNEP

Achievements

- Implement virtualized server to manage firewall, voice over IP data and other internal services.
- Implemented project website (<http://gefcrew.org>) on Joomla content management system (CMS)
- Implemented data collection web based system (<http://getinfo.gefcrew.org>) for project to assist with collection of registration, survey and other project related data.
- Created a meeting document management system which can be found at <http://www.carrcu.org/meetings-events>
- Creation of online laboratory which can be found at <http://www.carrcu.org/>

Duties

- Provide system administrator services for UNEP-Caribbean Regional Coordinating Unit (CAR/RCU) local area network (LAN) and user support.
- Provide Webmaster Administrator services for Caribbean Environment Programme (CEP) website, intranet and website of affiliated projects and activity centers.
- Provide information technology support services to CEP information sharing and knowledge networks.
- Provide information technology support services to CEP Intergovernmental and Technical Meetings and other sub-programme activities, initiatives and projects.
- Act as information technology focal point for CAR/RCU

Information Technology Specialist

June 2007 – August 2011

The Council of Community Colleges of Jamaica

Achievements

- Conducted feasibility study of new and prospective systems and guided the development of applications through the Software Development Life Cycle (SDLC).
- Managing projects - Networking implementation, IT procurement, OMR setup and marking, advised college networking.
- Lead the development and modification of a Student Information System for the Community College Network.
- Searched, acquire and implemented an Open Source PBX system to replace existing solution. This Open Source PBX saves the company on average 28% annually and has paid for itself within the first two years of operation.
- Designed and developed a Call Log and Call Accounting system for Open Source PBX.
- Designed and developed a Student Grades Management System allowing better storage and retrieval of student grades.
- Implemented a machine readable multiple choice answer sheets in Community Colleges in Jamaica.
- Designed and developed of a Response Scoring and Analysis system.
- Designed theme and implemented a Distance Education Centre website.
- Converted paper based course to online (e-learning) format which include Mathematics, IT, Management and Accounting based courses.
- Implementation of Multiple Moodle instance to assist with face-to-face learning. Development of course for use in Moodle.
- Assist with the setup and management of the HR and Payroll system.
- Designed and implemented the company website.
- Implemented a Student Management System in two (2) community Colleges.
- Implemented a multi domain enterprise email system.
- Create customized reports using through the use of multiple tools including PHP, Visual Basic, Crystal Reports, Jasper Reports and Dynamic Reports.

Duties

Database management, manage Help Desk, web development, Windows Server network management, manage scoring process of Multiple Choice Sheets, make hardware related repair, troubleshoot hardware and network related issues, manage web servers, manage PBX system, advise on IT related matters concerning the company and manage all other affairs of the IT Department.

System/Network Administrator and Programmer

September 2004 – June 2007

Technologies and Logic

Achievements

- Implemented a remote assistance system for all clients with internet connections.

Duties

- Setup and manage client networks (cabling)
- Troubleshoot hardware and network related issues.

- Manage clients' Windows Networks (Servers and Workstations)

Freelance Technician and Web Developer

- Development of Joomla extensions, some of which can be found at: <http://extensions.joomla.org/search?q=dredix>
- Currently maintain ties with Technologies and Logic, I assist with software development projects and offer consultancy services.
- Hardware support and consultancy are two of the services offered to Brooklyn Supermarket over the years.
- As a freelance Web Developer, I have worked on many website which include: tbwgjamaica.com, outspokenvillas.com, strongwoodja.jm and somerseffallsjamaica.com
- Train Lecturers to use online and course delivery systems and create learning material (Moodle)

ACTIVITIES & AWARDS

Volunteer, Sandy Bank Primary School, 2006

Volunteer, Bridge Port Preparatory School, 2011

References available upon request

SKILLS MATRIX

Skill	Proficiency	Years
Languages & Programming		
C#	7/10	4
Visual Basic.NET	9/10	10
Java Server Page(JSP)	3/10	3
HTML & HTML 5	10/10	9
JavaScript	8/10	7
Visual Studio.NET	8/10	10
ASP/VB Script	6/10	3
PHP	10/10	8
Perl	7/10	3
Python	7/10	4
PhoneGAP or Cordova	7/10	4

Databases		
PostgreSQL	8/10	8
SyBase	7/10	4
MS SQL Server higher	8/10	10+
MySQL	10/10	10
Access/MDB	10/10	10+
SQL Queries (in general)	10/10	10+
Stored Procedures	10/10	6
SQLite	10/10	5

Operating System		
Windows Server	8/10	10+
Linux/Unix	8/10	10

Web Servers		
Internet Information Server (IIS)	5/10	3
Apache	9/10	7
Nginx	7/10	4
Glassfish	5/10	2

Skill	Proficiency	Years
Web & Frameworks		
CakePHP	10/10	5
CodeIgnitor	8/10	3
Symphony 2	6/10	2
Web2Py	5/10	1
WordPress (plugin development)	10/10	5
WordPress customization	10/10	6
Joomla (extension development)	10/10	7
Joomla customization	10/10	7
WolfCMS	7/10	4
Moodle	10/10	7

Other Business Software		
Jasper Reports	7/10	2
OrangeHRM	8/10	4
Asterisk, Trixbox & Elastix	6/10	3
ServiceNow	6/10	1

Network & Security		
Network security/firewalls	7/10	10+
File sys/Services/Registry permissions	7/10	10+
Active Directory/DNS/Domain Management	8/10	10+

Software Architecture		
Design Patterns	8/10	8
Algorithms and data structure	10/10	8
CASE/UML tools	8/10	7
GUI design	8/10	10

System Analysis		
Prepare user requirements	N/A	7
Design user interface (mockup)	N/A	7
Prepare technical design documents and diagrams	N/A	7

